

## How a Provisioned User Can Locate Application Status

To locate the status of a submitted application, a user can select the Status and Management icon after logging into NCTracks provider portal. On the Status and Management page, the user will locate the status of the application to the right of the applicable NPI that can be found under Submitted Applications.

Most common status descriptions are:

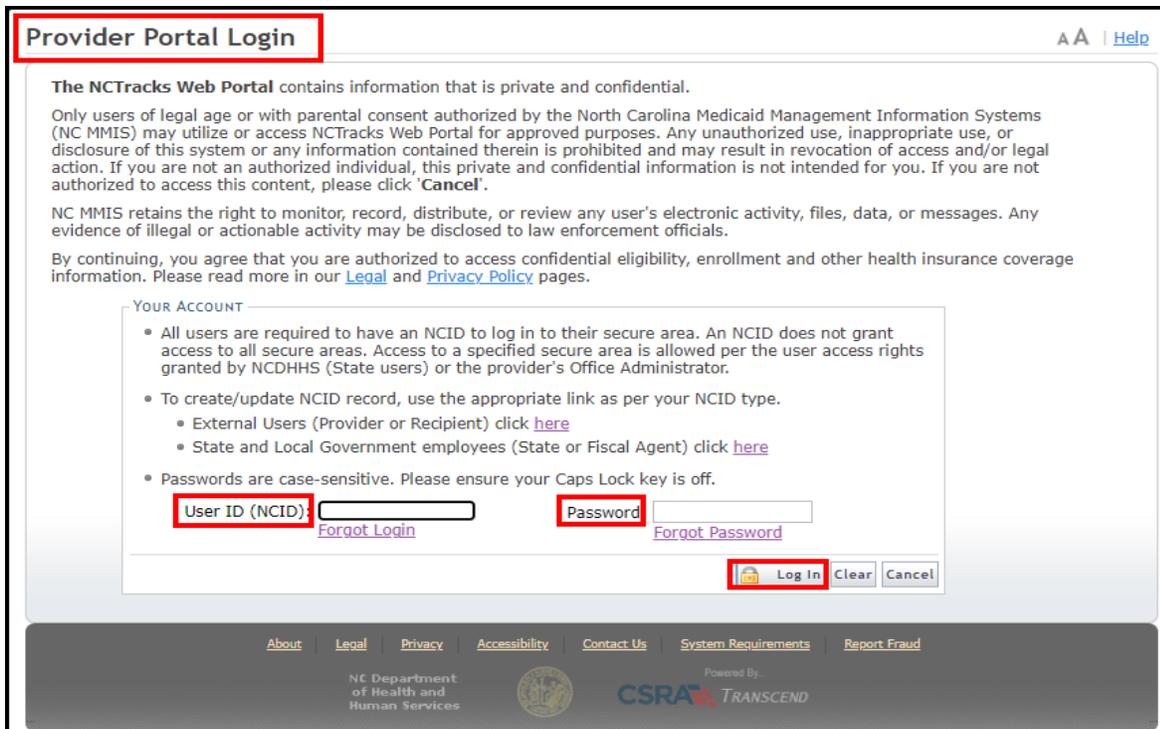
- In Review – Provider’s application has been successfully submitted and is being reviewed and processed. A final decision has not yet been made.
- Returned – Application has been returned to the provider. Additional documentation is required.

The provisioned user will navigate to [www.nctracks.nc.gov](http://www.nctracks.nc.gov).

1. Click the Providers tab at the top of the page.
2. From the Providers page, click the NCTracks Secure Portal icon.

The screenshot shows the NCTracks Providers page. At the top, there is a navigation menu with tabs for Home, Providers, Recipients, and Operations. The Providers tab is highlighted with a red box and a circled '1'. Below the navigation menu, there is a sidebar on the left with various links such as ICD-10, Getting Started With NCTracks, Provider Communication, Frequently Asked Questions, Currently Enrolled Provider (CEP) Registration, Claims, Prior Approval, Provider Enrollment, Provider Re-credentialing/Re-verification, Provider Policies, Manuals, Guidelines and Forms, Provider User Guides & Training, and Dental Services. The main content area features a 'Common Questions: CEP or OA Change?' section with three columns: C.E.P., Which should you use?, and O.A. Change. Below this section, there is a text block stating: 'Providers of services from the Division of Mental Health/Developmental Disabilities/Substance Abuse Services should contact their LME/MCO to obtain information regarding eligibility, claims status and payment, etc.' On the right side of the page, there is a 'NCTracks Secure Portal' icon with a red box and a circled '2' next to it. Below the icon, there is a 'Password Help' section and a 'Quick Links' section with links to 'NCTracks Issues List (XLSX, 63 KB)', 'NCTracks Contact Information (PDF, 570 KB)', and '2023 Checkwrite Schedule DHB (PDF, 360 KB)'.

3. On the Provider Portal Login page, enter the User ID (NCID) and Password. Select Log In.



4. Within the Provider Portal, the Status and Management icon will be on the home landing page. Select Status and Management.



5. Locate section Submitted Applications. Utilize the +/- to expand or minimize information. The status of the application will be located to the far right of the data elements listed.

# Status and Management

\* indicates a required field

Legend ▾

## Welcome to Provider Enrollment Status and Management

Please choose from the options below to manage your enrollment status.

### SUBMITTED APPLICATIONS

Below is the status of applications you have submitted.

If status is Payment Pending, we have received initial confirmation from Paypoint that your payment was confirmed; it may take up to 48 hours to verify the payment. If status is Pay Now, your NC Application Fee payment was not made or failed; click Pay Now to make payment.

If status of the application is in Payment Pending, Returned, or In Review, you can upload supporting documentation by clicking the Upload Documents hyperlink.

### RECORD RESULTS

NPI/Atypical ID	Name	DBA Name	Application Type	Submit Date	Status
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